

GENERAL CONDITIONS OF WARRANTY



This standard warranty is issued by MATERIA and upon request is available to the consumer in writing as required by Italian Legislative Decree 206/2005 ("Consumer Code").

1. This standard warranty is only valid when the appliance is used in combination with 2 cm thick porcelain stoneware kitchen countertops produced by ABK Group and branded ABKSTONE, MATERIA and/or by brands recognised by ABK Group. Use with kitchen countertops not produced by the ABK Group, whether made of porcelain stoneware or any other material, automatically invalidates the warranty.
2. The standard warranty is valid for twenty-four (24) months from the date of delivery of the product. Considering its technical and construction characteristics and quality, the product covered by this warranty may be used by the purchaser exclusively for domestic and not for professional purposes.
3. The warranty will be valid solely upon presentation to the original seller of the document proving the date of delivery of the product itself, the sales receipt or other equivalent document showing the name of the seller, the date and place of delivery of the appliance, and the identification details (type and model).
4. MATERIA guarantees the excellent quality of the materials used and the good construction of the appliance and declares and warrants that the appliance has been manufactured in full accordance with applicable national and international regulations and that it has been thoroughly tested and has undergone strict quality control inspections.
5. The purchaser may choose to have the product either repaired or replaced, in both cases free of charge. If the chosen option is objectively unfeasible or, in the judgment of MATERIA, is excessively costly compared to the other option, MATERIA will first consider repairing the product provided the repair cost is not excessively high compared to the value and purchase price of the product. If the repair cost is excessively high, MATERIA will replace the product.
6. The purchaser is responsible for directly notifying the seller of any defects or faults in the product and of his intention to make a claim under the warranty. To locate the authorised service centre closest to his place of residence or domicile, the purchaser should contact the Customer Service Department at customerservice@materiaslab.com
7. As this warranty is issued exclusively by MATERIA, the seller or purchaser of the product may not under any circumstances repair or replace the product directly or through any third party other than service centres authorised by MATERIA. Otherwise, this warranty will no longer be considered valid.

8. The warranty does not cover:

a. damages, faults or malfunctions caused by:

- transport (scratches, dents or similar defects);
- an insufficient or inadequate electrical power supply or deterioration caused by environmental, climatic or other conditions;
- carelessness, negligence, tampering or repairs carried out by unauthorised personnel;
- incorrect installation of the product;
- use of non-original accessories or spare parts;
- improper use of the product or failure to observe the instructions for use provided in the instruction manual.

b. specific components such as:

- wear parts such as rubber seals and accessories and anything else that can be considered subject to normal wear and tear;

c. activities that do not qualify as warranty repairs, such as:

- installation and adjustment of the appliance;
- functional checks, operating instructions and/or consulting services of any other kind;
- care and maintenance.

9. The work of the authorised service centre, including collection and repair or replacement of the product, will be carried out within timeframes compatible with the organisational requirements of MATERIA by authorised and qualified technicians, at the purchaser's request and without causing him significant inconvenience.

10. Repairs or replacements carried out under warranty will not, however, lead to any extension or renewal of the warranty. Defective parts replaced under warranty will become the property of MATERIA.

11. If covered by this warranty, work including product collection, repairs and replacements will be carried out at no charge to the purchaser. MATERIA may choose to replace the product with a newer model with the same standards of quality, performance and efficiency.

12. Independently of the provisions of this standard warranty, consumers enjoy statutory rights established by current applicable national legislation regarding the sale of consumer goods and, in particular, by the rights set out in Italian Legislative Decree no. 206/2005 "Consumer Code", rights that are extended to both EU and non-EU countries.

MATERIA,
brand of ABK Group Industrie Ceramiche Spa